

COMMONWEALTH OF AUSTRALIA

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Family Name	
Given Names	
Student Number	
Teaching Period	Semester 2 Special/Summer Semester, 2015

FINAL EXAMINATION	DURATION
CMM101 – Introduction to Management	
	Reading Time: 10 minutes
	Writing Time: 120 minutes

INSTRUCTIONS TO CANDIDATES

The examination has **three** sections

Section A: Suggested Time: 20 min	Multiple Choice Questions: Answer ALL 20 questions All questions ARE of equal value
Section B: Suggested Time 40 min:	Short Answer Questions: Answer ALL 10 questions All questions ARE of equal value
Section C: Suggested Time: 60 min	Essay Questions: Choose any two essay questions

Questions (in section A) must be answered directly onto the Examination Paper. Please ensure that your Name and Student Number are written clearly in the space provided at the top of this page.

Section B and Section C are to be answered in the answer booklet.

Note that questions **ARE** not of equal value.

Read ALL questions carefully.

Do not commence writing until instructed to do so.

EXAM CONDITIONS

You may begin writing from the commencement of the examination session. The reading time indicated above is provided as a guide only.

This is a RESTRICTED OPEN BOOK examination

No calculators are permitted

No handwritten notes are permitted

Hard copy, unannotated English translation dictionary only

ADDITIONAL AUTHORISED MATERIALS	EXAMINATION MATERIALS TO BE SUPPLIED
No additional printed material is permitted	1 x 16 Page Book

**THIS EXAMINATION IS PRINTED
DOUBLE-SIDED.**

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Section A: INSTRUCTIONS FOR STUDENTS

Multiple Choice Questions

THIS SECTION IS WORTH 10 MARKS – ALL QUESTIONS ARE OF EQUAL VALUE

TIME ALLOCATION FOR THIS SECTION IS 20 MINUTES

CIRCLE THE CORRECT ANSWER – PLEASE ANSWER ALL QUESTIONS

END OF SECTION A

SECTION B COMMENCES ON THE NEXT PAGE

Section B: INSTRUCTIONS FOR STUDENTS

Short Answer Questions

THIS SECTION IS WORTH 20 MARKS. EACH QUESTION IS OF EQUAL VALUE.

THE TIME ALLOCATION FOR THIS SECTION IS 40 MINUTES.

PLEASE ANSWER ALL QUESTIONS.

WRITE YOUR ANSWERS IN THE ANSWER BOOKLET PROVIDED.

1. What are the three phases in Lewin's planned-change process?
2. What are some of the sources and consequences of job related stress?
3. What are the four functions of management?
4. Describe the various challenges that managers must face in the new economy.
5. Name the five dimensions of national culture identified by Hofstede.
6. What is human resource management and what role does it play in organisations?
7. What are some of the barriers that are encountered in the communication process?
8. What is social responsibility?
9. How can diversity benefit an organisation?
10. Describe the elements of the general environment?

END OF SECTION B

SECTION C COMMENCES ON THE NEXT PAGE

Section C

Essay Questions

ANSWER TWO OF THE FIVE QUESTIONS

THIS SECTION IS WORTH 20 MARKS. EACH QUESTION IS OF EQUAL VALUE.

THE TIME ALLOCATION FOR THIS SECTION IS 60 MINUTES.

WRITE YOUR ANSWERS IN THE ANSWER BOOKLET PROVIDED.

1. Describe each of the sources of resistance to change, and provide an example to illustrate each. If possible, draw on personal experience or the observation of others' experiences for your examples.
2. Compare and contrast any three of the alternative work schedule concepts. What are the advantages and disadvantages to the individual and organisation in using these options?
3. Discuss the benefits that multinational corporations (MNC) derive from establishing business relationships with a host country. What are some of the complaints that MNCs have regarding business relationships with a host country?
4. Assume that you own and operate your own business, and that you employ approximately 50 people. You want to hire the best-qualified people that you can find. Explain how you would go about recruiting and selecting new employees.
5. Explain the five different conflict management styles and their potential implications for actually resolving conflict situations.

END OF EXAMINATION